



## **Complaints**

### **Policy statement**

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach to the appropriate member of staff. If this does not achieve the required result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion to all of the parties involved.

### **Procedures**

All settings are required to keep a written record of any complaints that reach a stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

#### **Making a complaint**

##### *Stage 1*

- Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the manager.
- Most complaints should be resolved amicably and informally at this stage.

##### *Stage 2*

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns of complaint in writing to the manager.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the complaints investigation record the form may be completed with the manager and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the manager meets with parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.



- When the complaint is resolved at this stage, the summative points are logged in the complaint investigation record.

### *Stage 3*

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader. The parent may have a friend or partner present and the manager will have the support of the team.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaint investigation record.

### *Stage 4*

- If at the stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be expectable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help to define the problem, review the action so far, and suggest further ways in which it may be resolved.
- Staff or volunteers are appropriate persons invited to act as mediators.
- The mediator keeps all discussions confidential. She/He can hold separate meetings with the setting manager and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any meetings that are held and of any advice s/he gives.

### *Stage 5*

- When the mediator has concluded her/his investigations, a final meeting between the parent and the setting manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help the decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signifies that the procedure has concluded.

The role of the Office for standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board



- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the settings registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted with regard to a complaint is:

Telephone: 03001231231

- These details are displayed on our settings information board.
- If a child appears to be at risk, our setting follows the procedure of the Local Safeguarding Children Board.
- In these cases, both the parent and setting are informed and the setting manager works with Ofsted or the LSCB to ensure a proper investigation of the complaint, followed by appropriate action.

#### Records

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept; including the date, the circumstances of the complaint, and how the complaint was managed.
- The outcome of all complaints is recorded in the complaints investigation Record, which is available for parents and Ofsted inspectors on request.